

Land development FAQ's

June 2022

QUESTION	ANSWER
WHAT IS LAND DEVELOPMENT?	When land is subdivided, there are special requirements to ensure adequate services are provided to the new parcel of land. These requirements apply to small subdivisions through to major developments or new land releases.
WHO IS A DEVELOPER?	The person or organisation carrying out a subdivision is referred to as the developer. A developer can be involved in a one-off transaction that divides a parcel of land in two, through to a company that carries out large scale developments regularly. The developer is responsible for meeting all the legal and regulatory requirements associated with developing the land involved. This includes building and paying for the infrastructure required to supply a new service to the land.
WHAT ARE THE COSTS INVOLVED?	The developer is responsible for building and paying for the infrastructure required to supply a new service to the land and paying Coliban Water a New Customer Contribution. Commonly referred to as NCCs. In some cases, Non-Standard NCCs also apply.
WHAT IS A STANDARD NEW CUSTOMER CONTRIBUTION (NCC)?	Standard NCCs are a once-off, upfront charge applied to all new connections to either Coliban Water's water, sewer or recycled water networks. The contribution covers the cost of upgrading, maintaining and renewing existing infrastructure like pump stations, water reclamation plants and water treatment plants to accommodate the additional services. NCCs are initiated by either a new development, a subdivision or an application to connect to one of our services. There are separate NCCs, water and sewer.
WHAT ARE NON-STANDARD NEW CUSTOMER CONTRIBUTIONS (NCCs)?	We may apply non-standard NCCs where additional charges are required above standard NCCs to service the development. These non-standard NCCs were first applied to new customers connecting to a shared sewage pump station in Strathfieldsaye. We plan to continue this approach where the cost to provide the additional services exceeds standard NCCs.
WHO OWNS THE INFRASTRUCTURE?	When land is subdivided, the developer must coordinate and pay for installing water and sewer infrastructure to service the new development. Once we confirm the infrastructure meets the requirements, we take ownership and become responsible for ongoing maintenance and renewal.
WHERE CAN I FIND OUT MORE?	There is information available on our website under 'Builders & Developers'. This is a great place to start. If you have any questions, you can call us on 1300 363 200 and ask to speak to someone in our Land Development team.
VICWATER PROJECT	
WHAT IS THE VICWATER PROJECT?	The Vic Water Project was tasked with finding a standard approach to calculating and charging for NCC's. Eight regional urban water corporations took part and made a recommendation. The project was facilitated by an external Consultant, URA and was completed in April 2022. The recommendation is to adopt an 'average incremental cost' approach.

WHY IS COLIBAN WATER INVOLVED?	New Customer Contribution (NCC) charges vary significantly across the Victorian water sector. Coliban Water participated in the VicWater led project to develop a consistent approach to calculating NCCs across water corporations.
WHAT DOES AVERAGE INCREMENTAL COST MEAN?	The additional cost required to service new developments are calculated and then shared across the customers accessing the new service.
HOW WILL NCCs BE CALCULATED?	Coliban Water will use the 'average incremental cost' methodology when calculating NCCs.
HOW DO I FIND OUT MORE ABOUT THE PROJECT?	Coliban Water will be holding a series of information sessions in June 2022 to provide more detail around the proposed charges and how they will impact on the development community.
Further information	
HOW CAN I FIND OUT MORE?	You can visit connect.coliban.com.au , speak to us in person at one of our community meetings or call our customer support team on 1300 363 200.

Disclaimer: Information contained in this document was correct at the time of publication (April 2022). Coliban Water reserves the right to alter or amend these Frequently Asked Questions and Answers at any time.